



City of Reno

Ethos

- A look inside the spirit and culture of the Reno Police Department

RPD CORE VALUES

Respect. Integrity. Fairness. Service

Chief's Message



I hope you and your family are well and I want to thank you for another incredible year of service to our community and local law enforcement. Before I get started, I want to remind everyone to keep Officer Scott Sorenson in your thoughts and prayers. Scott's story is one of many this year and we should realize each and everyday how blessed we are to be working in a great profession, have good health, and our family and friends.

In this news letter, I would like to focus on three projects: the Reno Police Department's (RPD) Wellness Initiative, the paths ahead following the RPD Cultural Leadership Training, and our Guiding Principles which Commanders Shannon Wiecking and Mac Venzon will address in detail.

In 2009, the RPD began the development of a wellness initiative that applies a comprehensive

systems approach to the prevention and intervention of the many risk factors impacting our personnel. The RPD Program is built around the concept of resiliency in the program and developing resilience within the impacted employee.

Recent research and other evidence is clear about the pressures of law enforcement on our personnel placing them at high risk for cardiovascular disease, high blood pressure, diabetes, insomnia, increased levels of destructive stress hormones, post-traumatic stress disorder (PTSD), certain cancers, and suicide.

The RPD has partnered with SpecialtyHealth, a nationally recognized health and wellness company; Mr. Robb Wolf, nationally well known for his work surrounding nutrition and Paleolithic/low carbohydrate diets; and several other nationally recognized medical experts to develop a wellness initiative to address the many risk factors impacting their personnel.

The risk factors impacting law enforcement personnel are not only costly in the quality of life for those serving and their families, it is very costly in health care and medical retirement costs. Interestingly enough, the program that RPD is in is developing solutions that could be applied to

an epidemic impacting society as a whole. Consider this, Medicare and Medicaid costs are projected to consume 300% of the US GDP by the year 2030. This program is not based on the "Wellness" concept popular in civilian medicine but on the concept of "Resiliency" as an approach to educate, perform medical interventions, improve your personnel's understanding of nutrition and exercise that will work for those in law enforcement and public safety. The personnel in our Program are treated like athletes, not patients or casualties.

Program at the Reno Police Department

In the fall of 2008, Doctor James Greenwald met with the executive staff of the RPD and proposed an interesting idea. Recent advanced lipid testing could change the way we address officers who are at risk and actually identify those at greater risk earlier in their careers. The RPD worked closely with the RPPA and RPSAE to get officers to volunteer to participate in the 3-4 month program of evaluation. The participating officers were selected after a review of the mandatory annual physical exams. The costs of the program at the time were approximately \$1000 per officer. The RPD obtained funding to support the program from a grant and also from the City Council. The early program components included: advanced lipid testing, nutrition, and exercise.

Fifteen police officers participated in

the program. Nine of those officers were initially described as “high risk.” Following the three month analysis, the fifteen officers were re-evaluated and we learned that the nine “high risk” officers had reduced their risk factors significantly through exercise, nutrition, and pharmacology. The nine “high risk” officers in the first program were clearly headed in the direction of medical retirements related to heart, diabetes, and lung issues, with total costs at approximately \$10.8 million dollars and reduction in quality of life, immeasurable.

The program in Reno has matured significantly since 2009 and now involves the Reno Fire Department and other local public safety employees. Approximately 80 City of Reno personnel have been impacted by the program to date and we have designed several new components. Current components include:

Advanced Lipid and Genetic Testing

Cholesterol is a lipid (fat) which is both synthesized by the liver and absorbed from the diet. It is commonly used to assess risk of coronary artery disease. Standard blood fat (lipid) tests tell you your total cholesterol, LDL (“bad”) cholesterol, HDL (“good”) cholesterol and triglycerides. Unfortunately, routine testing does not provide the data needed and often is misleading.

The advanced lipid test requested most often is the nuclear magnetic resonance (NMR), by LipoScience, Inc. The NMR uses magnetic resonance technology to measure the number of lipoproteins, which are the transporters of cholesterol and triglycerides throughout the

body. We now know that the total number of lipoproteins correlates best with the true risk of having a heart attack. Officers also get an insulin resistance score that we relate to downstream risk of diabetes. Combining all of this additional information markedly improves our ability to predict cardiovascular disease, diabetes, and even stroke. In the highest risk cases, we order testing from Health Diagnostic Laboratory, Inc. (HDL, Inc.) in Richmond, Virginia. HDL, Inc. testing includes advanced genetic testing that provides tools for physicians to personalize treatment options.

Nutrition

Early iterations of the program followed standard American Dietetics Association guidelines which endorse a high carbohydrate, low fat, grain based diet. Advanced testing exposed the weakness of this dietary approach as it failed to improve blood lipid parameters and frequently worsened insulin resistance scores while elevating triglycerides and decreasing HDL cholesterol. For the past several years, we have employed a Paleo/ Low-Carb Dietary Intervention which has consistently improved markers of systemic inflammation, insulin resistance, and body composition.

Exercise

The physical demands of the public safety athlete can be quite variable. Exercise physiology analysis clearly illustrates police work as Anaerobic (power output in excess of VO₂ max) and more akin to the needs of a wrestler or football player than marathon runner. As such, we have found significant benefit in strength and conditioning approach which develops the attributes of strength and power via the Conjugate Periodization Method. The Conjugate Method allows for the development of several

attributes over the course of a few weeks (meso-cycle) allowing for customization based on recovery, orthopedic issues, arrest and control training peripheral heart action. These circuits provide a stimulus more akin to an arrest and control scenario than traditional low powered cardiovascular training.

Life Style Management and Emotional Survival

The term “Emotional Survival” was coined by Dr. Kevin Gilmartin (2002). Dr. Gilmartin clearly pointed out the job for a police officer takes on more and more of an officer’s time and energies, and becomes not a job, but the central theme and defining role in their lives. Anyone who has been exposed to a family member, friend, or colleague in policing has observed and probably commented on how the job has changed that person’s life and perspective. Further research by John Violanti and his colleagues reports that the national annual average of suicide in the police profession is now seventeen for every one hundred thousand. This falls right behind the highest which is our military personnel at twenty for every one hundred thousand.

The changes and risks observed in officers’ lives are all too often associated with the inherent officer safety risks of the job. However, the longer term impacts to their emotional and physical well being are not mitigated. The costs associated with this journey manifest in many ways. These include but are not limited to: substance abuse; dissatisfaction with the organization and life in general; deterioration of physical fitness and overall wellness; and the destruction of marriages and families.

The Reno Program includes an emotional wellness component that is supported by the following:

- **Annual Wellness Clinics**

Annual Wellness Clinics are held and focus on Emotional Survival and overall physical wellness programs. In 2012, the RPD will host two Wellness Clinics with programs from Dr. Kevin Gilmartin on "Emotional Survival" and from Mr. Robb Wolf on nutrition. RPD employees and their families are invited and encouraged to attend.

- **Immediate Interventions for Traumatic Events**

The RPD has contracted with local psychological services to provide immediate interventions following traumatic events in the field. Examples in 2011 included: the National Air Race tragedy and a family homicide/suicide event which involved the attempted homicide of several children. These events required RPD personnel to begin life saving efforts and manage a quickly evolving tactical incident.

- **Wellness Policy**

In 2011, the RPD implemented a policy that provided for various wellness initiatives and solutions. The focus of this policy is to create an early warning system that provides solutions

and resources for various wellness issues and problems.

As mentioned earlier, the program in Reno has impacted approximately 80 personnel in both Police and Fire Departments. To date, the program has involved approximately 60 police officers and the number of participants is increasing. I work closely with officers following annual physicals to identify officers at risk in a variety of areas and then, introduce the officers to the Reno Program. Voluntary participation is at approximately 90%. **Please remember this program was developed for you and if you are interested, please contact Karen Rudy to make arrangements for an introduction and analysis.**

Happy Holidays!



Focus on the Force

Guiding Principles Update by Commander Mac Venzon

Leadership, organizational enrichment, innovation and customer service are the tenets of any successful organization whether it is public or private. In policing, we add additional tenets that we feel strongly about like: community policing, problem solving, and intelligence based policing, for example. The Reno Police Department is committed to these ideologies as the foundation for all that we do.

The Reno Police Department established the six guiding principles in May, 2010. These guiding principles were identified by a cross section of the agency as the six key success factors for the organization.

The guiding principle groups were established to develop actions for each of the principles and to ensure their continued success.

Whether members of the organization have decided to participate in any of the various guiding principle committees or not the foundations of the guiding principles hold true for every member of the organization.

I would like to take an opportunity to provide just some of the successes and accomplishments of the guiding principle committees:

Community Policing and Problem Solving:

- Established a plan for a PIO position within the organization.
- Created news release templates with crime reduction education tips for each crime type.
- Established a process to integrate the CAO process into the PTO program

Customer Service and Personnel Safety:

- Branding of the "Below 100" program.
- Window tinting on the High Street window/door.
- Development of a traumatic injury training with REMSA.

Innovation and Technology:

- Tuttle Book Application for Smart Phone (in-progress).
- Biometric thumb reader.
- Open source data mining.
- "Code Baby" – Avatar for on-line reporting.
- Telestaff – Automated Scheduling system.
- Downtown (on-line) interactive blog.

Intelligence led policing:

- "Beginning ILP" training for patrol officers (in-progress).

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- “Beginning ILP” training for patrol officers (in-progress).
- Developed ILP briefing checklist for Sergeants.
- Restructured TCAR meeting to improve interdivisional communication.
- Developed resource manual for patrol – made available through the TCARD.

Leadership and Organizational Culture:

- “Leadership Challenge” training for sworn and professional staff.
- Created a sustainable lesson plan.

Organizational Family and Enrichment:

- Annual Staff Christmas party.
- Annual “Excellence in Policing” Recognition Banquet.

As we look to the future, the identified guiding principles will remain the foundation for how the Reno Police Department conducts day to day business. The basis for the guiding principles will assist in our endeavors to remain a model of policing excellence.

Cultural Leadership Training by Commander Shannon Wiecking

The quality of professional life for police personnel (sworn and professional staff) is often impacted by a variety of work-related issues; none more important than how each individual perceives how they are viewed and treated by members of their own agency.

After months of searching for a professional company that would customize cultural leadership training for us, Lamberth Consulting was

chosen. In order to best design an instructional curriculum that would address all issues, perceptions, and concerns associated with our internal organizational civility and cultural competence, Lamberth Consulting engaged agency staff in a series of focus groups.

Themes derived from the focus groups were used to develop the training that arrived in Reno this past October. Sandra Brown and Scott Wong, from Lamberth Consulting, facilitated the training that was designed to allow for:

- (1) Individual examination of personal and agency values, beliefs, and behaviors.
- (2) Create an awareness of the impact that each of these cultural components have on the quality of professional life for members of the Reno Police Department and the service they provide to the public.
- (3) Motivate department members to provide suggestions regarding actions the department (individuals and organizationally) can implement in a continual effort to improve the overall working environment at RPD.

Class participants provided a great deal of valuable dialogue surrounding our current culture and important input regarding cultivating and sustaining a positive organizational culture. Lamberth Consulting will be providing a summary of the thoughts, ideas, and agency challenges from the training sessions to Command Staff in early January. We are committed to making this summary available to all. We will also develop a formal, Command Staff supported, agency endorsed plan for evolving the agency culture.

As we look forward to the months ahead, we are excited by the prospect before us. We are committed to developing and sustaining an all-inclusive police agency and a healthy organizational culture.



In Memoriam



In October of this year, we lost Craig Pittman, a twenty-one year veteran of the Reno Police Department. Craig's dedication and commitment were demonstrated by the years of excellent service, and the thousands of interactions with citizens and fellow law enforcement personnel. His work is also reflected in the hundreds of citizen and departmental commendations he received during his years of service.

As a new police officer, Craig, was assigned to handle the North District of his shift. The North District came with many challenges: The University area and Pat Baker Park. Craig brought incredible enthusiasm and willingness to identify and tackle any assignment



In Memoriam (cont)

or problem he has faced. On many occasions Craig "flexed" his time so he could become better prepared to understand problems or address them across various shifts. He developed an outstanding reputation in the Pat Baker Park area and his interactions and problem solving represented the Reno Police Department at that neighborhood well. Craig had a soft spot and a burning energy for those in need and for children. That is why he was so good in tough neighborhoods like Pat Baker Park or the Brinkby Robinhood area.

Craig's finger prints are on many activities at the Reno Police Department, but his greatest contributions were the development and sustainability of our efforts in Community Oriented Policing and Problem Solving (COPPS), Organizational Diversity and the Senior Auxiliary Volunteer Effort (SAVE). Craig spent countless hours developing each of those programs and then worked to guarantee the sustainability of them. The Reno Police Department's

Vision is to be a Model of Policing Excellence and we continue to strive to meet that Vision, that expectation, but because of men like Craig Pittman we are a Model of Excellence and his work in the organization and community will never be forgotten.



Community Events

DOWNTOWN RENO POLICE SUBSTATION NOW OPEN (Posted 10/31/12)

by Michele Anderson,
City of Reno PIO

Today, the Reno Police Department (RPD) and the Reno City Council celebrated the opening of the Downtown Police Substation.

RPD's Downtown Police Substation, located at 333 N. Center Street, is the new home to the Downtown Enforcement Team and will help in their crime fighting and deterrence efforts. The station will provide RPD more visibility and interactions with residents and tourists in the area who will be able to get information and file police reports.

As staffing allows, a Community Service Officer (CSO) will be at the Downtown Substation Tuesday through Thursday from 10 a.m. until 5 p.m. to help residents with filing a police report. The phone number is 775-689-2960. In addition to a CSO, a SAVE officer (Senior Auxiliary Volunteer Effort) will also be stationed at the downtown location to help answer questions and to provide information.

The South Substation, located at 3905 Neil Road, is open from 10 a.m. to 5 p.m. Tuesday through Thursday and the Main Station, located at 455 E. Second Street, is open Monday through Friday from 8 a.m. to 5 p.m. Residents can also use the RPD's online reporting service by visiting www.reno.gov and selecting "Police Reporting System" from the drop-down online services menu.

The City of Reno re-purposed the old CitiCenter Bus Station by transforming a blighted area in to a park and Downtown Police Substation. The City garnered the support of the RSCVA and funds from a two dollar surcharge for capital improvement projects related to tourism to create the new Reno Police Downtown Substation.



Making a Difference One Day at a Time (Success Stories and Commendations)

- * Lt VanDiest, Officer Thomas, and Officer Garnett for their proactive response in the backflow valve thefts resulting in an arrest.
- * Officers Broadway, Schaur, Harter, Zint, and Blas for their work in the capture of two suspects in an armed robbery case.
- * Officers Broadway and Schaur for their lifesaving efforts during a response to a vehicle accident.
- * Officers de St. Maurice and Hakin for planning and implementing this year's media training.
- * Lt Katre, Sgt Myers, Officer LaMere, and Officer Titterington for your work across agencies during a kidnapping/assault case.
- * For the arrest of an attempted commercial burglar: Officers Vogt, Abell, Rhodes, Zaletel, Foremaster, Duralde, Espinoza, Lancaster, Knox, Morris, Kleidosty, Flickinger, and Good, along with, Sgt Carter and Lt Katre.
- * For follow-up and service of warrants in a recent rash of commercial burglaries: Sgt Shaw, Officers Sorum, Alaksa, Caprioli, and Koger.
- * Chief's Commendation for their work during a fatal traffic accident went to: Officers Cecil, Follett, Bradley, Donnelly, Gardner, Jackins, Mueller, Mussell, Payne, Tuttle, and Villa.
- * Officer Rhodes for his pursuit and eventual capture of a suspect responsible for residential hot prowls.
- * Officer Noah Gallop was presented an award from ASIS for his outstanding and exemplary service to his community and to the department he serves.



Victim Services by Lori Fralick

I have had the honor of serving as the supervisor of the Victim Services Unit (VSU) here at the Reno Police Department since September, 2005. There has been a lot of growth in the Unit, some exciting new projects, and most importantly; an increase every year in the number of victims served. To date, in 2012, VSU has provided services to over 1,500 primary victims of violent crime. Of those cases, 1,016 were domestic violence related cases which include misdemeanor and felony battery, kidnapping, stalking, and protection order violations. There were 84 adult sexual assault cases, 144 child sexual abuse cases, 47 elder abuse cases, 4 DUI-Death/Injury cases and many other categories.

VSU has an amazing staff with a wealth of education and experience and has two bi-lingual victim advocates. We feel so grateful that in 2012 the three victim advocate positions, volunteer coordinator, and a position to analyze the impact of domestic violence, sexual assault, and stalking were absorbed into the City budget. This was a significant accomplishment that allows us to work more broadly without limitations from the scope of the grants.

In addition to providing direct services to victims of crime, staff participates in various prevention and outreach initiatives and serves on committees to explore ways to partner with other agencies and to enhance the delivery of services to victims. Many officers know about the motel placement and protection order assistance but many think that is the only reason to call VSU after hours. There are many other services we offer that are important to provide as soon as possible.

Safety planning and assistance with registering with VINE at the jail, clothing, food, transportation, hospital accompaniment, locksmith services, victims of crime compensation, immediate case management and coordination on death cases, support and information to the victims and families are just some of those.

We are excited to begin working on our goals for 2013. We hope to further integrate the VSU into our Department, by increasing awareness with sworn staff on the services provided. VSU staff will attend more briefing trainings and participate in the Detective Liaison Program and meet with patrol teams. In 2012, VSU staff was contacted 157 times for an average of 13 cases per month. We hope to increase that in 2013 by at least 15%. We will also be conducting a sworn survey to assess how we are doing in terms of helpfulness, response time, accessibility, and customer service. We will share those results with the Department and use them to guide our work.

In this field we all meet the most amazing and resilient people that have survived trauma in the worst ways possible. Serving them with respect and dignity is so critical to their journey towards healing. A final thought or hope, is for us to respond to victims the way we would want our families treated if they were in a similar situation. Thanks to our City Leaders, RPD administration, staff, volunteers, and dispatch for supporting and utilizing VSU to make a difference for victims.

“As we work to create light for others, we naturally light our own way.”

— Mary Anne Radmacher



Crime Prevention

Identity Theft

According to the Federal Trade Commission, identity theft was the number one fraud complaint during calendar year 2008. And limiting your use of your personal computer may not help much: a study released by Javelin Strategy and Research reported that in 2009 most identity thefts were taking place offline, not online -- just the opposite of what many folks might think. One other troubling finding: the study found that 43 percent of all identity thefts are committed by someone the victim knows.

It's in the newspapers every day and on the news every night. People worry that someone will run up charges on their credit card or fleece their bank account while their back is turned. There is reason to worry. All a thief needs is your Social Security number to commit identity theft. This crime is relatively easy to commit, but investigating and prosecuting it is complex and time-consuming. But once you know the facts and some preventive measures you can take, you can win the fight against identity theft!

Identity thieves commit their crime in several ways:

- * They steal credit card payments and other outgoing mail from private, curbside mailboxes.
- * They dig through garbage cans or communal dumpsters in search of cancelled checks, credit card and bank statements, and preapproved credit card offers.
- * They hack into computers that contain personal records and steal the data.
- * They file a change of address form in the victim's name to divert mail and gather personal and financial data.



Crime Prevention (cont)

Identity Theft Prevention Tips

- To guard against identity theft, never give out your Social Security number. Treat it as confidential information.
- Commit all passwords to memory. Never write them down or carry them with you.
- When using an ATM machine, make sure no one is hovering over you and can see you enter your password.
- When participating in an online auction, try to pay the seller directly with a credit card so you can dispute the charges if the merchandise does not arrive or was misrepresented. If possible, avoid paying by check or money order.
- Adopt an attitude of healthy skepticism toward websites that offer prizes or giveaways. Chances are, all that's been "won" is the opportunity to buy something you didn't want in the first place.
- Choose a commercial online service that offers parental control features.
- Tell your children never to give out their address, telephone number, password, school name, or any other personal information.
- Make sure your children know to never agree to meet face-to-face with someone they've met online without discussing it with you. Only if you decide that it's okay to meet their "cyber-friend" should they arrange to meet this person, and then the meeting should be in a familiar public place in the presence of a trusted adult.
- Tell your children never to respond to messages that have bad words, are scary, or just seem weird.
- Tell your children never to enter an area that charges for services without asking you first.
- Tell children never send a picture of themselves to anyone without your permission.
- Make sure that access to the Internet at your children's school is monitored by adults.

Neighborhood Safety Tips for Parents

Unfortunately, no neighborhood is completely immune to crime. However, there are steps you can take to help keep your family and your neighborhood safe.

- **Know where your children are.** Have your children tell you or ask permission before leaving the house and give them a time to check in or be home. When possible, have them leave a phone number of where they will be.
- **Help children learn important phone numbers.** Have your children practice reciting their home phone number and address, and your work and cell phone numbers. If they have trouble memorizing these, write them down on a card and have them carry it at all times. Tell your children where you will be and the best way to reach you.
- **Set limits on where your children can go in your neighborhood.** Do you want them crossing busy roads? Playing in alleys or abandoned buildings? Are there certain homes in your neighborhood that you don't want your children to go to?
- **Get to know your children's friends.** Meet their parents before letting your children to go to their home and keep a list of their phone numbers. If you can't meet their parents, call and talk to them. Ask what your children might do at their house and if they will be supervised.
- **Choose a safe house in your neighborhood.** Pick a neighbor's house where your children can go if they need help. Point out other places they can go for help, like stores, libraries, and police stations.
- **Teach children to settle arguments with words, not fists.** Role-play talking out problems, walking away from fist fights, and what to do when confronted with bullies. Remind them that taunting and teasing can hurt friends and make enemies.
- **Work together with your neighbors.** Watch out for suspicious and unusual behavior in your neighborhood. Get to know your neighbors and their children so you can look out for one another.